

What is claimed is:

1. A computerized telephony call center for serving a client base, comprising:
  - 5            a plurality of operator workstations each having a computer platform with a video display (PC/VDU) and adapted to receive and interact with Internet protocol network telephony (IPNT) calls , the plurality of PC/VDUs interconnected on a local area network; and
  - 10            a computer connected on the LAN with the agent stations;
- 10            wherein the first processor is adapted to receive IPNT calls, and to redirect the calls to individual ones of the agent stations based on stored information .